during a first session a Web user representing a first business selecting at least a first product from an electronic catalog;

the system storing identification of said first product within a first product collection;

the Web user during a subsequent session causing the first product collection to be retrieved and the Web user producing an order for an item or group of items in the first product collection using the first product collection;

[wherein the first product collection is electronically communicated to a second different business].

95.   A method of processing customer service requests relating to a product, including returns, over the Web, comprising:

defining an automated workflow process for customer service requests, including returns, that uses a database and a Web-enabled database management system;

a customer making a purchase from a merchant; and

the customer, via the Web in a self-help manner, causing a customer-service/return record to be created in the database, to be processed by the merchant, the customer service/return record being based on a customer sales record in the database.

97.   [The method of Claim 96,] A method of processing customer service requests relating to a product, including returns, over the Web, comprising:

defining an automated workflow process for customer service requests, including returns, that uses a database and a Web-enabled database management system;

a customer making a purchase from a merchant; and

the customer, via the Web in a self-help manner, causing a customer-service/return record to be created in the database, to be processed by the merchant wherein the customer-service/return record created is related to a pre-existing database record and wherein, for at least some customer-service/return records, the automated workflow process reverses a previously executed workflow process.

110.   A method of satisfying demand using a global computer network, comprising the steps of:

receiving demand information from multiple sources via a global computer network;

grouping demand information received from multiple different sources, producing grouped demand information;

retaining a distinct record of individual demand information received from each of the multiple different sources;

performing one material management processing step using the grouped demand information, including communicating grouped demand information to third party; and

performing another processing step using the individual demand information.

113.   A method of establishing an end-to-end business-to-business commerce system for the sale, or sale and service, of product items, using a Web-enabled relational database management system running on a server platform, the method comprising the steps of:

for at least one business partner, storing within the database, in accordance with a single database schema, all current records required to perform a full spectrum of business functions throughout a life cycle of each product item, the full spectrum of business function including at least electronic commerce functions, order processing functions, accounting, shipping, and customer returns; and

[limiting a number of business partners for which current records are stored within the database] storing in the database customized business rules for dealing with different business partners, the business rules including rules concerning more than one of the business functions.

115.   The method of Claim [126] 114, wherein different people within the same virtual department work in geographically distant locations.